

# Help!

ISTC Topic:

1.19

## In this Chapter you will learn

- Which resources are available to you when you need to learn a new GIS-related skill or when you get stuck in a current GIS project. Some sources of help are ArcGIS help, Blogs and Technical Forums and GIS Resources at the Idaho State Tax Commission

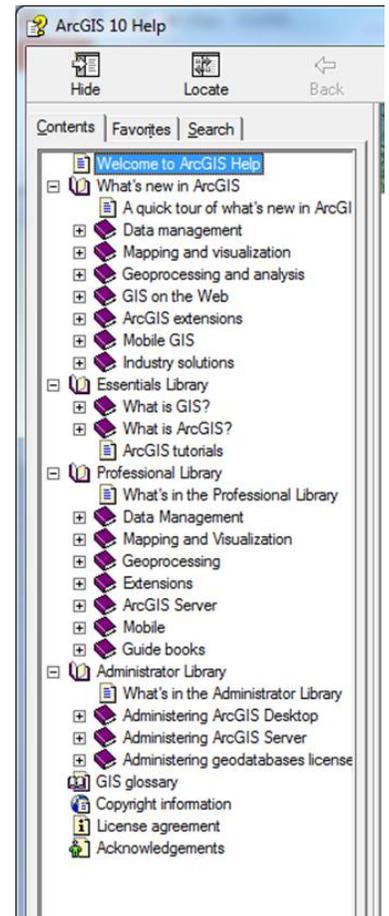
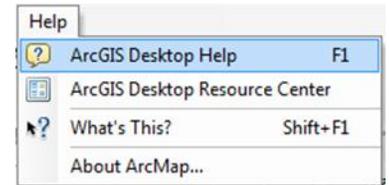


1.19: Help!

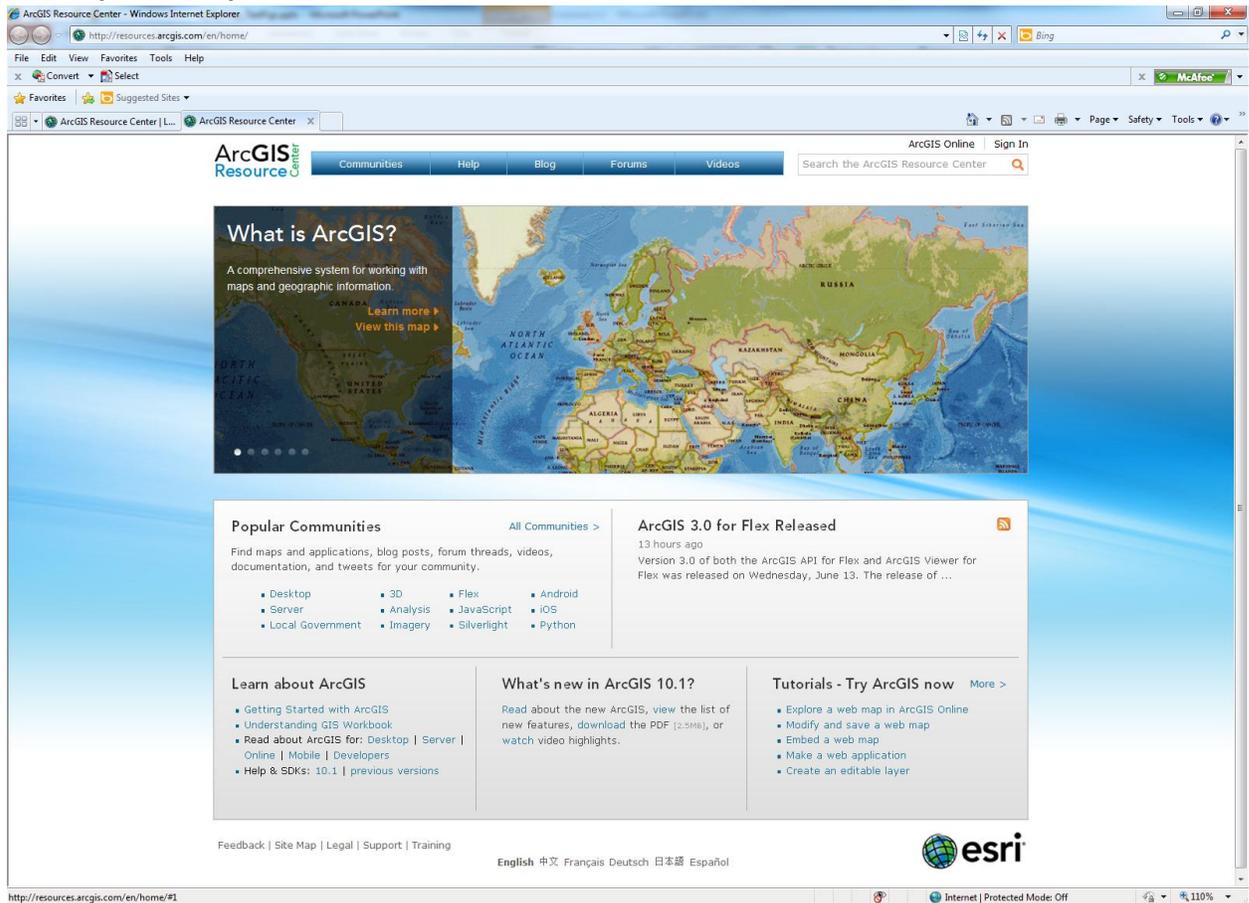
## 1. Help in ArcGIS

### Exercise 1: Help Resources in ArcGIS

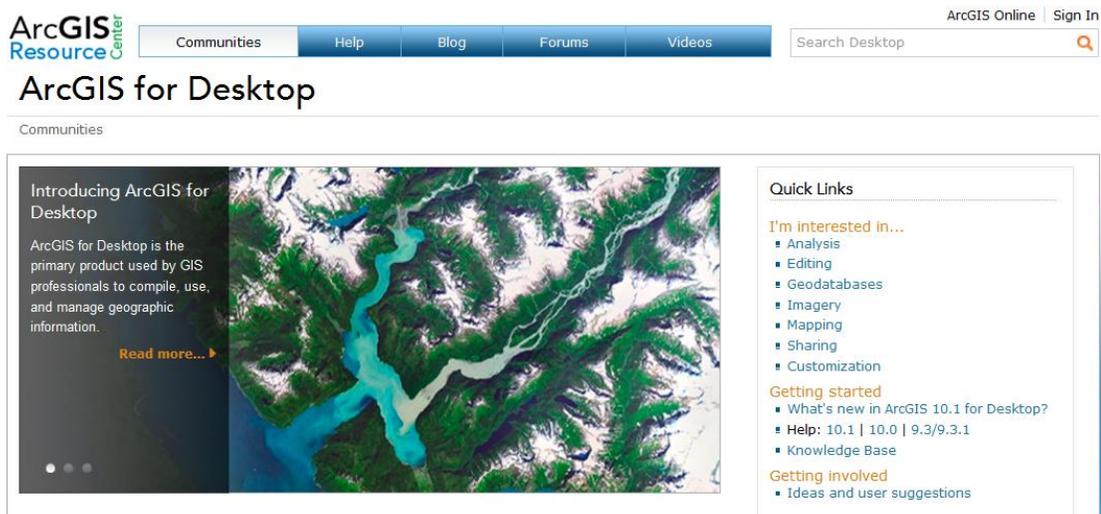
1. Start ArcMap and open Exercise1.mxd in the Topic1\_19 Folder. Click on “Help” in the main menu along the top of your screen and click on ArcGIS Desktop Help as shown in the figure on the right.
2. Notice three tabs near the top-left of your screen. The contents tab provides a number of resources about topics ranging from “What is GIS” to how to use Mobile GIS. This is typically a good place to start when you are attempting something in GIS you have not done before.
3. On the contents tab click on the Essentials Library and then click on ArcGIS tutorials. Look at the right-hand side of the ArcGIS 10 Help window and note the range of tutorials that are available.
4. Next click on the Favorites tab. Once you have found a relevant help page you can add it to your favorites for future use. At the bottom left of your screen you will probably see “ArcGIS Tutorials” as your Current topic. Click “Add” to include this topic on your favorite tab.
5. Click on the Search tab. Type the word “scale” in the “Type a question, then click Ask” box. Click Ask.
6. From the list of matches generated in the previous step click on “Working with Map Scales”. Take a look at the help document that appears on the right hand side of the help window. Scroll to the bottom of this help document to find the Related Topics. Click on “Working with data frame reference scales”. While sometimes not every help page addresses the problem you have, frequently you can find related pages that will help.
7. Close the help window.



- Click Help along the top of your screen and select “ArcGIS Desktop Resource Center”. Note that this only works if you are connected to the internet.



- Note that the top banner on your computer may look different than the image above, since this banner is constantly changing. The ArcGIS Resource Center is not only a good place to look for help, but it also includes a blog, galleries and pre-packaged projects that you can adjust to fit your own organization.
- Start by clicking on “Desktop” underneath “Popular Communities” on the left hand side, about halfway down your screen. Then click through some of the links on the right-hand side and top of the page.



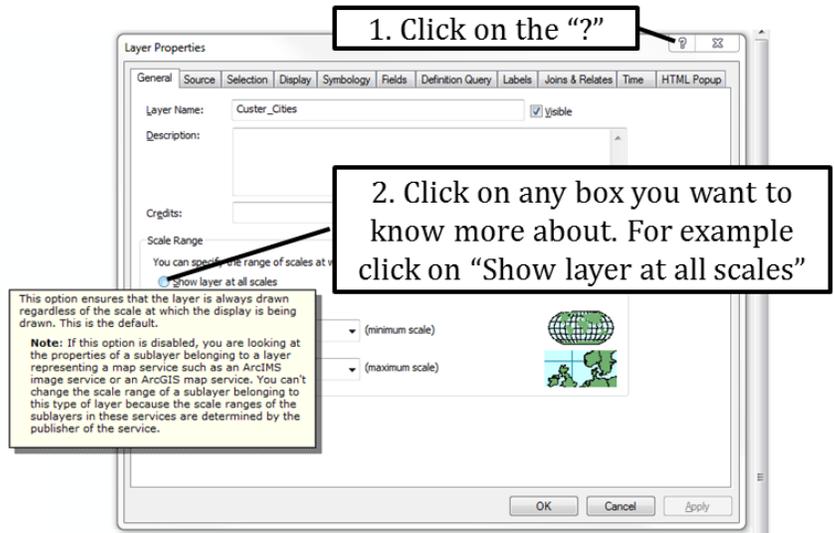
- a. **I'm interested in** has specific information to get you started on analysis, editing and other topics. When you click on any of those links you will have access to tutorials, technical articles, toolbars and a gallery with examples.
- b. **Help** (along the top of your screen) provides a wealth of information. Once you click on "Help" you can click on "Desktop" near the top of your screen to get more information about ArcMap and ArcCatalog
- c. The **Blog** provides short articles on specific topics. Note that once you click on blog, you can type a keyword in the "Search the ArcGIS Blog" in the top-right corner of your screen.
- d. The **Forum** contains user-generated content and is typically one of the best places to look for information when you are stuck during a GIS project. Most often, other people have run into the same problems you have and post about it on the forum.
- e. **Videos** produced by ESRI and users show tutorials and demos on a variety of subjects.
- f. **Ideas and user suggestions** located on the right-hand side of the ArcGIS Resources page allows users to submit ideas about how ESRI can improve their products. Other readers can vote on those suggestions to help prioritize which suggestions should be implemented first.
- g. The **Knowledge Base**, also located on the right hand side of the ArcGIS Resources page provides access to a large number of technical articles, or "white papers".

11. Go back to <http://resources.arcgis.com>. Click "Local Government" which is located on the left-hand side, about halfway down your screen. Click on "Land Records" near the top-right of your screen. This page is shown below. The Gallery on this page provides access to a variety of maps and applications that are relevant to the assessor's office.

The screenshot shows the ArcGIS Resource Center interface for the 'Land Records' section. At the top, there is a navigation bar with links for 'Communities', 'Help', 'Blog', 'Forums', and 'Videos'. A search bar is located on the right side of the navigation bar. Below the navigation bar, the page title 'Land Records' is displayed. The main content area is divided into several sections. On the left, there is a 'Maintain Parcels' section with a map and a 'Read more...' link. In the center, there is a map showing land parcels with a 'Data Table' overlay. On the right, there is a 'Quick Links' sidebar with links for 'Public Safety', 'Land Records', 'Elections', 'Planning and Development', 'Public Works', and 'Water Utilities'. Below the main content area, there is a 'Gallery' section with five map thumbnails, each with a title and a version number: 'Local Government Information Model (ArcGIS 10)', 'Address Data Management (ArcGIS 10)', 'Local Government Basemaps (ArcGIS 10)', 'Local Government Maps and Apps Gallery', and 'Tax Parcel Editing (ArcGIS 10)'. The page also includes a 'Sign In' link in the top right corner.

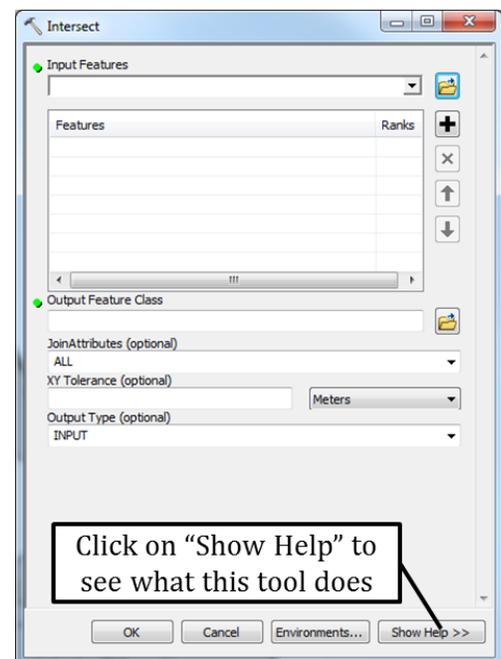
12. Browse around more if you wish.  
When you are done close the web browser and go back to ArcMap.

13. Right-click on “Custer\_Cities” in the table of contents and then select Properties. In the Layer Properties dialog box go to the General tab. Use the “?” button as shown on the right to learn more about the options available to you on this tab.



14. Finally click on Geoprocessing on the main menu along the top of your screen and click on “Intersect” to open the intersect tool.

15. Click on “Show Help” as shown on the right to see more information about the Intersect Tool.



## 2. GIS Resources at the Idaho State Tax Commission

The ISTC strives to serve the Counties by providing them with relevant, available and well-developed educational opportunities as well as by administering the Cadastral Specialist Certification meant to benefit mappers and the counties those mappers or for.

The ISTC has developed a number of tutorials and videos that can be accessed from [www.tax.idaho.gov](http://www.tax.idaho.gov) (choose Property tax > GIS > GIS educational resources center).

Additionally, Counties in Idaho can request support– either through GoToMeeting, email or phone support by emailing [gis@tax.idaho.gov](mailto:gis@tax.idaho.gov) or calling (208) 334-7750. When possible, the ISTC also strives to visit Counties in Idaho to provide in-person support.